



# **QualCert Level 1 Diploma in Quality Control (QC)**

**Version 1.0 September 2024**

**QualCert Qualification number: QC01003**

***Qualification Specification***

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## ***About QualCert***

QualCert is a globally recognized awarding body based in the United Kingdom, renowned for its commitment to excellence in Quality Assurance (QA) and Quality Control (QC) education and training. Specializing in delivering high-quality qualifications, QualCert addresses the evolving needs of international learners, professionals, and industries seeking expertise in QA and QC.

Dedicated to fostering innovative and flexible learning pathways, QualCert provides learners with the skills, knowledge, and practical competencies required to excel in dynamic quality-focused professional environments. The organization adheres to international qualification frameworks and standards, ensuring its certifications are globally recognized and highly applicable across diverse sectors.

The vision of QualCert is to establish itself as a global benchmark in quality education and skills development within Quality Assurance and Quality Control. Its mission is to equip individuals and organizations with internationally recognized qualifications that enhance employability, professional productivity, and career progression in QA/QC disciplines.

## Course Overview

The **QualCert Level 1 Diploma in Quality Control (QC)** is an entry-level program designed for individuals who want to start a career in manufacturing, production, or warehouse environments. This course focuses on the "basics"—teaching students how to tell the difference between a good product and a faulty one. It provides the essential building blocks of quality checking, from using simple measuring tools to following workplace safety rules. By the end of this course, students will have the confidence to perform routine inspection tasks under the guidance of a supervisor.

### Course Aims

The primary aims of this qualification are to:

- Introduce students to the language and basic concepts used in the quality control industry.
- Develop practical, hands-on skills for inspecting and testing simple products.
- Build a strong foundation in workplace safety and professional behavior.
- Prepare individuals for entry-level roles where they can contribute to the success of a business by spotting mistakes early.

### Learning Objectives

After completing this qualification, learners will be able to:

- Understand basic quality control concepts
- Identify defects and quality issues
- Perform simple inspection tasks
- Follow basic safety rules
- Maintain simple records and reports

### Targeted Audience

This qualification is ideal for:

- **New Starters:** Individuals who are entering the workforce for the first time.
- **Career Changers:** People moving into the manufacturing or industrial sector from other backgrounds.
- **Practical Learners:** Students who prefer hands-on learning and "learning by doing" rather than long hours of academic study.
- **Support Staff:** Current workers in production or packing roles who want to gain a formal qualification to move into quality checking roles.

## Qualification Framework

Qualification Title	QualCert Level 1 Diploma in Quality Control (QC)
Qualification Duration	3 to 6 months
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Evidence Based

## Assessment Processes

Stage	Details
Internal Assessment and Verification	<ul style="list-style-type: none"><li>• Conducted by staff at the Approved Training Centre (ATC) to ensure qualification standards are met.</li><li>• Internal Quality Assurance (IQA) by designated centre staff to maintain assessment integrity.</li></ul>
External Quality Assurance	<ul style="list-style-type: none"><li>• Overseen by QualCert verifiers who periodically review assessment and IQA procedures.</li><li>• Ensures adherence to standards and consistency across all ATCs.</li></ul>

## Entry Requirements

**Age:** 16+

**Education:** Basic Secondary Education

**English Competency:** Basic Understanding

## Qualification Structure

The QualCert Level 1 Diploma in Quality Control (QC) comprises 30 credits, with a Total Qualification Time (TQT) of 180 hours, including 120 Guided Learning Hours (GLH).

Mandatory Units				
Unit Ref No	Unit Name	Credits	GLH	TQT
QC01003-1	Introduction to Quality Control	5	20	30
QC01003-2	Understanding Quality Standards and Compliance	5	20	30
QC01003-3	Basic Inspection and Testing Methods	5	20	30
QC01003-4	Measurement and Recording of Data	5	20	30
QC01003-5	Workplace Practices and Health & Safety	5	20	30
QC01003-6	Roles and Responsibilities in Quality Control	5	20	30

## **Centre Requirements**

Centres delivering the QualCert Level 1 Diploma in Quality Control (QC) must uphold high standards to ensure quality learning, assessment integrity, and successful learner outcomes. Centres are required to provide qualified staff, appropriate facilities, and access to the necessary resources to deliver advanced pharmaceutical training. Meeting these requirements ensures learners receive a professional, engaging, and internationally recognised educational experience.

### **Qualified and Competent Teaching Staff**

- Employ instructors with advanced qualifications and professional experience in pharmaceutical technology, quality assurance, or related fields
- Ensure staff maintain up-to-date knowledge of manufacturing practices, regulatory standards, and quality systems
- Provide ongoing professional development and training to teaching staff to maintain excellence in delivery

### **Adequate Learning Facilities and Resources**

- Provide modern classrooms, laboratories, or online learning platforms to support interactive and practical learning
- Ensure access to up-to-date pharmaceutical reference materials, case studies, and digital tools
- Maintain safe and inclusive environments suitable for laboratory work, research, and practical exercises

### **Robust Assessment and Quality Assurance Systems**

- Implement clear and consistent assessment policies aligned with qualification standards
- Maintain internal quality assurance processes to monitor teaching, assessment, and learner performance
- Regularly review assessment methods to ensure relevance and alignment with industry best practices

### **Comprehensive Learner Support**

- Provide academic guidance, technical assistance, and pastoral care to support learner success
- Ensure accessibility for learners with disabilities or specific learning needs through reasonable adjustments

- Maintain effective communication channels for feedback, queries, and learner support

### **Compliance with Regulatory, Health, and Safety Standards**

- Adhere to legal, ethical, and health and safety regulations in all teaching and practical activities
- Keep accurate learner records, attendance, and assessment documentation
- Follow data protection and confidentiality protocols to safeguard learner information

## ***Support for Candidate***

### **Supporting Materials for Candidates**

- Enable tracking of learners' progress toward achieving specified learning outcomes and assessment criteria.
- Provide clear guidance on accessing QualCert policies and procedures.
- Establish robust mechanisms for Internal and External Quality Assurance personnel to verify and authenticate evidence efficiently.

## ***Assessments Requirements***

### **Part 1: Assignment Completion**

Assignments are the main method used to check whether the learner understands the basic concepts of Quality Control.

- **Completion of All Assignments:**  
Learners are required to complete all assignments for each unit. These assignments are designed to be simple and easy to understand, focusing on basic knowledge such as definitions, identifying defects, and understanding workplace practices. Missing any assignment may result in the learner not achieving the qualification.
- **Demonstration of Basic Understanding:**  
The purpose of assignments is not advanced analysis but to confirm that the learner has understood the fundamental ideas. Learners may be asked to answer short questions, complete simple worksheets, or describe basic QC activities in their own words. The focus is on clarity and correctness rather than complexity.

## **Part 2: Practical Assessment**

Practical assessment ensures that learners can apply what they have learned in real or simulated situations.

- **Performance of Simple Practical Tasks:**

Learners will be required to carry out basic activities such as visual inspection of items, identifying defects, or using simple tools like rulers or measuring devices. These tasks are designed to reflect entry-level workplace activities.

- **Following Instructions Correctly:**

At Level 1, it is important that learners can follow clear instructions. During practical tasks, assessors will observe whether the learner can complete steps in the correct order, handle tools safely, and perform tasks with basic accuracy. The emphasis is on understanding and safe practice rather than speed or perfection.

## Units – Learning Outcomes & Assessment Criteria

### Unit 01 – Introduction to Quality Control

#### *Learning outcome*

*The learner will:*

#### *Assessment criterion*

*The learner can:*

**01. Understand the basic concepts of quality and quality control.**

1.1 Explain in simple terms what quality means when checking a finished product for a customer.  
 1.2 Identify the main differences between a product that is made correctly and one that has a mistake or fault.  
 1.3 List the basic features that make a product meet the required quality standard in the workplace.  
 1.4 Use a simple guide or set of instructions to check if a routine task has been completed to the correct standard.

**02. Understand the importance of quality control in industry.**

2.1 Describe why it is important for a company to check products properly before they are sold to customers.  
 2.2 Identify the different problems that can happen if a customer receives a product that is broken or of poor quality.  
 2.3 State how regular quality checks help a business to keep its good reputation and stay successful in the industry.  
 2.4 Explain how finding mistakes early in the work process helps to save time and prevent materials from being wasted.

**03. Identify basic quality control activities.**

3.1 Outline the routine steps that are taken to check the quality of an item during the normal work day.  
 3.2 Fill in a basic quality checklist correctly to show that a simple product check has been carried out.

	<p>3.3 Use visual checking methods to look for and find common faults in a provided sample of products.</p> <p>3.4 Select the correct basic tools or equipment needed to perform a simple measurement check on a specific product.</p>
<p><b>04. Recognize common quality-related terms.</b></p>	<p>4.1 Explain what is meant by the term "defect" when talking about a product that has a mistake or is not perfect.</p> <p>4.2 Identify what a "workplace standard" is and why it must be followed for every task that is completed.</p> <p>4.3 Use the word "inspection" correctly when describing the task of checking products or materials for faults.</p> <p>4.4 Describe the difference between a "pass" and a "fail" result when completing a simple quality test on an item.</p>
<p><b>05. Understand the role of quality control in the workplace.</b></p>	<p>5.1 State the daily responsibilities and main duties of a person who works in a quality control role.</p> <p>5.2 Follow workplace procedures to report a simple quality issue or a mistake to a supervisor or team leader.</p> <p>5.3 Identify the correct person to speak with when a quality instruction is not clear or a new problem is found.</p> <p>5.4 Demonstrate how to keep a work area clean and organized to help prevent mistakes and maintain high quality.</p>

## Unit 02 – Understanding Quality Standards and Compliance

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand basic quality standards</b></p>	<p>1.1 Explain in a simple way what a "quality standard" is and why it is used for products in the workplace.</p> <p>1.2 Identify the specific places or documents where information about quality standards for a task can be found.</p> <p>1.3 List the basic requirements that a product must meet to be accepted as a high-quality item by the company.</p> <p>1.4 Compare a finished item against a basic list of standards to see if it has been made correctly.</p>
<p><b>02 Understand the concept of compliance</b></p>	<p>2.1 Describe what "compliance" means when a worker follows the rules and laws set by the business.</p> <p>2.2 State the importance of following all safety and quality rules to ensure work is done correctly and safely.</p> <p>2.3 Recognize common signs, symbols, or labels in the work area that show rules are being followed.</p> <p>2.4 Demonstrate how to follow a specific workplace rule correctly while performing a routine daily task.</p>
<p><b>03 Recognize workplace procedures</b></p>	<p>3.1 Describe what a workplace "procedure" is and why it is important to do tasks the same way every time.</p> <p>3.2 Identify the correct sequence of steps needed to complete a simple task according to workplace instructions.</p> <p>3.3 Follow a basic step-by-step written guide to perform a routine quality check on a sample product.</p>

	<p>3.4 Locate and point out where the instruction manuals or procedure guides are stored in the immediate work area.</p>
<p><b>04 Identify quality-related documentation</b></p>	<p>4.1 Identify the different types of simple forms, logs, or records that are used to track quality in the workplace.</p> <p>4.2 State the reasons why it is necessary to record the findings of a quality inspection clearly and honestly.</p> <p>4.3 Fill in a basic quality log or record sheet with correct information after completing a simple check.</p> <p>4.4 Explain why it is important to keep all quality paperwork clean, easy to read, and stored in the right folder.</p>
<p><b>05 Understand consequences of non-compliance</b></p>	<p>5.1 State what "non-compliance" means when a person fails to follow the set rules or quality procedures.</p> <p>5.2 Identify the possible dangers or risks to health and safety when workplace rules are ignored or forgotten.</p> <p>5.3 Describe how not following quality standards can lead to wasted materials and unhappy customers.</p> <p>5.4 Outline the simple actions that should be taken immediately if a rule is broken or a mistake is discovered.</p>

## Unit 03 – Basic Inspection and Testing Methods

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand basic inspection methods</b>	1.1 Describe the basic purpose of a visual check and a measurement check when looking for faults in a product. 1.2 Identify different ways to inspect a product, such as looking for surface marks, checking the weight, or measuring the length. 1.3 Explain why it is important to choose the correct inspection method based on the specific instructions provided for the task. 1.4 State the main differences between checking a single item and checking a small group of items taken from a larger batch.
<b>02 Perform basic visual inspection.</b>	2.1 Carry out a visual check on a finished product to look for obvious surface faults like scratches, cracks, or incorrect colors. 2.2 Use a provided sample of a "perfect" product or a clear picture to decide if the item being checked is good enough to pass. 2.3 Point out any visible errors found on a product and describe what is wrong in a clear way to a supervisor. 2.4 Demonstrate how to handle and turn a product safely during a visual check so that no new damage is caused.
<b>03 Understand simple testing methods.</b>	3.1 Explain in simple words what a "pass/fail" test is when checking if a basic product works the way it should. 3.2 Identify simple tools used for basic testing, such as a weighing scale or a simple template to check the shape. 3.3 Describe the routine steps that must be followed when performing a basic test to make sure an item is safe for use.

	<p>3.4 List the basic information that needs to be written down on a record sheet after a simple test has been completed.</p>
<p><b>04 Follow inspection procedures.</b></p>	<p>4.1 Follow a basic step-by-step instruction sheet to complete a routine inspection task from start to finish without skipping steps.</p> <p>4.2 Use the correct safety equipment, such as gloves or eye protection, while carrying out inspection tasks as directed.</p> <p>4.3 Show how to correctly separate products that pass the inspection from those that fail by using different bins or labels.</p> <p>4.4 Identify when to stop work and ask for help from a supervisor if a quality problem is found that is not in the guide.</p>
<p><b>05 Maintain quality during inspection.</b></p>	<p>5.1 Explain why it is important to keep the inspection work area clean and free from any dust, dirt, or waste materials.</p> <p>5.2 Demonstrate how to clean and store inspection tools carefully after use so they stay in good condition for the next person.</p> <p>5.3 Identify ways to work slowly and carefully to prevent making mistakes or accidentally missing a check on a product.</p> <p>5.4 State why being honest and accurate when recording the results of an inspection is important for the safety of the customer.</p>

## Unit 04 – Measurement and Recording of Data

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<p><b>01 Understand basic measurement concepts.</b></p>	<p>1.1 Identify the common units of measurement, such as millimeters, centimeters, and grams, used during daily quality checks.</p> <p>1.2 Explain in simple terms why using the correct unit of measure is important for making sure a product fits its design.</p> <p>1.3 State what is meant by a "limit" or "tolerance" using a basic example, such as a product being slightly too heavy or too light.</p> <p>1.4 Recognize the different symbols and abbreviations used to represent measurements on a standard workplace instruction sheet.</p>
<p><b>02 Use simple measuring tools.</b></p>	<p>2.1 Select the correct basic measuring tool, such as a ruler, tape measure, or digital scale, for a specific task as directed.</p> <p>2.2 Demonstrate how to use a basic tool correctly to measure the length, width, or weight of a sample product.</p> <p>2.3 Show how to check that a measuring tool, like a weighing scale, is set to zero before starting a new measurement.</p> <p>2.4 Follow a simple set of instructions to carry out a routine measurement task accurately and safely within the work area.</p>
<p><b>03 Record data accurately.</b></p>	<p>3.1 Write down measurement numbers clearly on a provided data sheet or logbook without making mistakes in the digits.</p> <p>3.2 Ensure that the correct unit (such as 'mm' or 'kg') is written next to every measurement to make the record easy to understand.</p>

	<p>3.3 Double-check that the numbers written on the record sheet exactly match the reading shown on the measuring tool.</p> <p>3.4 Notify a supervisor immediately if a measurement is found to be outside the allowed range or if a mistake is made during recording.</p>
<p><b>04 Understand importance of data recording.</b></p>	<p>4.1 State why it is essential for a company to keep clear and honest records of every quality check that is performed.</p> <p>4.2 Describe the problems that can occur if measurement data is written down incorrectly, such as sending a faulty item to a customer.</p> <p>4.3 Explain how accurate records help the management team to see if a machine is working properly or if it needs fixing.</p> <p>4.4 Identify the basic workplace rules regarding the honesty and accuracy of data and the consequences of changing or hiding results.</p>
<p><b>05 Maintain proper records.</b></p>	<p>5.1 Demonstrate how to keep quality record sheets clean, organized, and free from damage such as water spills or ink smudges.</p> <p>5.2 Place completed record sheets and logs into the correct storage folder or digital file according to workplace instructions.</p> <p>5.3 Show the correct way to fix a simple writing error on a record sheet, such as putting a single line through the mistake and writing the correct value next to it.</p> <p>5.4 State the importance of storing records safely so they can be easily found and checked by a supervisor at a later date.</p>

## Unit 05 – Workplace Practices and Health & Safety

### *Learning outcome*

#### *The learner will:*

### *Assessment criterion*

#### *The learner can:*

<b>01 Understand basic health and safety concepts.</b>	1.1 Explain in simple terms why it is the responsibility of every person in the workplace to keep themselves and others safe. 1.2 Identify the main health and safety rules and laws that must be followed when working in a quality control or inspection area. 1.3 Describe the meaning of common safety signs found in the workplace, including warning signs, mandatory signs, and exit signs. 1.4 State the importance of reporting any health and safety concerns or worries to a supervisor as soon as they are noticed.
<b>02 Identify workplace hazards.</b>	2.1 Explain what a "hazard" is and provide simple examples of how different hazards can cause harm or injury to workers. 2.2 List common hazards that might be found in a typical work area, such as wet floors, trailing cables, or poorly stacked boxes. 2.3 Carry out a basic walk-around check of the immediate work area to spot and point out any potential dangers to a supervisor. 2.4 Describe how simple daily actions, such as leaving tools on a walkway, can create a serious hazard for other members of the team.
<b>03 Use personal protective equipment (PPE).</b>	3.1 Identify the specific types of personal protective equipment (PPE) required for different tasks, such as gloves, safety glasses, or earplugs. 3.2 Demonstrate the correct way to put on and wear PPE to make sure it provides the best protection while performing a task.

	<p>3.3 Carry out a simple check of PPE to look for any signs of damage or dirt that might mean the equipment is no longer safe to use.</p> <p>3.4 Show how to clean and store PPE correctly after use so that it stays in good condition and is ready for the next working day.</p>
<p><b>04 Follow safe working practices.</b></p>	<p>4.1 Demonstrate the correct and safe way to lift and move small items or boxes using basic manual handling techniques to avoid back injury.</p> <p>4.2 Follow all provided safety instructions and workplace procedures when using tools or equipment for routine quality control tasks.</p> <p>4.3 Keep the work area clean and organized throughout the day to prevent accidents like trips, slips, or falls from happening.</p> <p>4.4 Explain why it is important to take scheduled breaks and use the correct sitting or standing position to stay healthy while working.</p>
<p><b>05 Understand emergency procedures.</b></p>	<p>5.1 State the exact steps that must be taken immediately when a fire alarm or emergency siren is heard in the building.</p> <p>5.2 Identify the location of the nearest emergency exits, fire assembly points, and first aid kits within the immediate work environment.</p> <p>5.3 Describe the correct way to report an accident, an injury, or a "near miss" to the right person using the workplace reporting system.</p> <p>5.4 Point out where the fire extinguishers are kept and identify which type of extinguisher should be used for different types of fires.</p>

## Unit 06 – Roles and Responsibilities in Quality Control

### *Learning outcome*

*The learner will:*

### *Assessment criterion*

*The learner can:*

<p><b>01 Understand roles in quality control.</b></p>	<p>1.1 Describe the main differences between the job of a quality checker and the job of a supervisor in a simple workplace setting.</p> <p>1.2 Identify how the quality control department works together with the production team to make sure products are made correctly.</p> <p>1.3 List the different people in the company that a quality worker might need to talk to during a normal working day.</p> <p>1.4 Explain in simple terms how the role of a quality control worker helps the business to keep its customers happy and safe.</p>
<p><b>02 Understand individual responsibilities.</b></p>	<p>2.1 Outline the specific daily tasks and routine checks that a person is expected to complete as part of their own job role.</p> <p>2.2 State why it is important for every worker to take responsibility for completing their assigned tasks to the correct standard.</p> <p>2.3 Demonstrate how to use a daily work schedule or a "to-do" list to make sure all quality checks are finished on time.</p> <p>2.4 Identify the specific situations where a worker must stop and ask a senior staff member for help or a final decision.</p>
<p><b>03 Communicate effectively in the workplace</b></p>	<p>3.1 Use clear, polite, and simple language when speaking with team members or managers about daily work tasks.</p> <p>3.2 Listen carefully to instructions given by a supervisor and repeat the information back to make sure it was understood correctly.</p>

	<p>3.3 Write down simple and clear notes on a quality report so that other staff members can easily read and understand the findings.</p> <p>3.4 Demonstrate the correct way to pass on important information about a product fault to the next person starting their shift.</p>
<p><b>04 Maintain discipline and professionalism.</b></p>	<p>4.1 State the importance of arriving at the work area on time and being ready to start tasks at the beginning of the shift.</p> <p>4.2 Follow the workplace rules regarding the correct uniform, name badges, and general tidiness while at the workstation.</p> <p>4.3 Describe how being honest and reliable when recording quality results helps to build trust within the workplace team.</p> <p>4.4 Show a helpful and positive attitude when working with other people to complete a group task or solve a simple problem.</p>
<p><b>05 Support quality improvement.</b></p>	<p>5.1 Explain in simple words what "quality improvement" means and why companies always try to find ways to do things better.</p> <p>5.2 Identify and share a simple suggestion with a supervisor that could help to make a routine task easier or more accurate.</p> <p>5.3 Describe how reporting a mistake that happens over and over again can help the company fix a problem for the long term.</p> <p>5.4 Take part in a short team meeting to listen to and talk about new ways to keep product quality high in the work area.</p>




QualCert, the leading UK-based awarding body dedicated to providing a diverse range of technical and professional qualifications in the fields of occupational health and safety, quality control/quality assurance, civil/electrical/mechanical technology, ISO standards (Lead Auditors), and management courses.

At QualCert, we are committed to empowering individuals and organizations with the knowledge and skills necessary to excel in their respective industries. Whether you're looking to enhance your expertise in health and safety practices, quality management systems, or engineering technologies, our comprehensive suite of certifications caters to a wide spectrum of career paths and professional development goals.

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